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ABSTRACT

The University of Wisconsin (UW) Sheboygan is committed to developing and maintaining a computing environment that supports the mission of the campus and the UW Colleges. Effective use of computer technology is an important part of the University's primary mission of teaching today's university students and serving local communities. Such an environment requires up-to-date software and hardware, convenient access to information resources, and also involves issues of reliability, security, connectivity, and adequate staffing and support. The University strives to enable faculty, staff, and students to use computing as an informational tool and resource, an enhancement to teaching and learning, and as a device to increase productivity. Following this Technology Plan statement, specific objectives for each of the following Instructional Technology Goals are listed: (1) Provide convenient access and resources for the entire campus community; (2) Allocate adequate resources for Instructional Technology Services; (3) Provide user support through Instructional Technology Services or local campus experts; (4) Provide technical support for campus computer equipment; (5) Ensure ongoing support and updating of computer resources; and (6) Distance education. (AEF)

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Technology Plan.

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UNIVERSITY WISCONSIN

SHEBOYGAN

A Campus of the University of Wisconsin Colleges

TECHNOLOGY PLAN

The University of Wisconsin Sheboygan is committed to developing and maintaining a computing environment that supports the mission of the campus and the UW Colleges. We believe that effective use of computer technology is an important part of our primary mission of teaching today's university students and serving our local communities. Such an environment requires up-to-date software and hardware, convenient access to information resources, and also involves issues of reliability, security, connectivity, and adequate staffing and support. We strive to enable faculty, staff, and students to use computing as an informational tool and resource, an enhancement to teaching and learning, and as a device to increase productivity.

Instructional Technology Goals

1. Provide convenient access and resources for the entire campus community.

- Provide all faculty and staff offices access to the campus network and the Internet. Provide every staff member with a computer workstation with the minimum configuration as recommended by the UWC IITC.
- Provide general lab access for all students with a goal of one computer per 20 FTE or such guidelines as mandated by UWC or UWSA.
- Provide dial-in Internet access for all faculty, staff, emeriti, and students.
- Provide local and/or wide area network access to library data sources such as CD-ROMs and databases.
- Equip all teaching classroom areas with an appropriate level of technology. This should include, where appropriate, a multimedia computer projection system; including a ceiling mounted projector and also including a VCR and document camera. An immediate goal should be the installation of such a system in the Fine Arts building as well as installation in a full sized classroom in the Learning Resources building. The Main building currently has three such systems installed, in MA101, MA116 and MA119. The Learning Resources building has a User Education Electronic Classroom located in the Library..

- Provide at least one multimedia computer teaching classroom in the Main, Learning Resources, and Fine Arts buildings; sized and equipped as appropriate. The Main building has such a classroom (MA119) as a result of a UWC 1999-2000 Classroom Modernization grant. The Learning Resources building has a twelve station User Education Electronic Classroom (LR101A) as a result of a UWC 2000-2001 Classroom Modernization grant..

2. Allocate adequate resources for Instructional Technology Services.

- Provide necessary personnel for the operation of instructional technology services.
- One full-time network administrator.
- One full-time instructional technologist.
- Provide necessary equipment and budget for the operation of instructional technology services.
- Provide necessary training for all IT personnel. Encourage personnel to apply for professional development funding and provide additional support when possible for special technical training needs and opportunities.

3. Provide user support through Instructional Technology services or local campus experts.

- Introduce campus personnel to computing capabilities.
- Provide group demonstrations of software applications such as the MS Office suite, web browsers, and email.
- Provide group demonstrations of instructional applications and/or other applications (e.g., TIS, SIS, Library systems, and Web page creation).
- Notify campus personnel about new campus resources.
- Assist with acquisitions of hardware and software.
- Identify products best suited to campus IT projects.
- Identify funding resources and opportunities.
- Assist with procurement (e.g., sources and cost information).
- Provide training and documentation.
- Provide overview of computing resources during new faculty/staff orientation.
- Provide training sessions on the basics of standard applications for faculty/staff.
- Create computing-skills workshops for students as needed.
- Make software user manuals readily available.
- Maintain on-line tutorials such as the CBT series.
- Address computing environment issues and seek resolution of such problems.
- Encourage local faculty/staff to acquire expertise on hardware and/or software programs as appropriate; identify and make available a list of such experts on campus. These individuals should receive encouragement and support in maintaining their level of competence.
- Encourage and support faculty/staff attendance at technical seminars or workshops and establish funding mechanisms as appropriate to support such activities.

4. Provide technical support for campus computer equipment.

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- Computing Services will provide reliable network and client PC's.
- Computing Services support.
- Respond to computing-related problems within a reasonable time period.
- Assist with the purchase of new hardware and software as follows:

    - Determine specifications of necessary equipment.
    - Provide price quotes from appropriate vendors.
    - Place orders with Business Manager

- Install new hardware and software within a reasonable time period.

5. Ensure ongoing support and updating of computer resources.

- Gather relevant information.
- Instructional Technology Services should provide a report at the end of each fiscal year to the Dean, the Steering Committee, and the campus IITC. The report should include:

    - An inventory of computing resources, including type of CPU's, printers, and other peripherals, such as scanners, multimedia projectors, etc.
    - An inventory of installed and supported software, including version numbers
    - A summary of expenditures for repair and/or replacement of failed equipment and also new acquisitions through grants, etc.

- Instructional Technology Services will provide a summary of anticipated major changes to the computing environment, such as Colleges-wide and campus-wide conversions to new network systems or mission-critical programs. Personnel should be aware of curricular requirements for supporting software for live instruction and distance education courses.
- Address identified campus needs.
- Identify opportunities to enhance resources and seek external support whenever possible to achieve outlined objectives.
- In budget planning, recognize that computing needs require an annual commitment of funds.

    - Anticipate replacement of 20-25% of faculty and staff computers each year through all revenues combined, projecting 3-4 year functional utility of newly purchased computers.
    - Anticipate periodic peripheral upgrades that will require an annual commitment of funds.
    - Anticipate periodic software upgrades that will require an annual commitment of funds.

- Pursue funding for replacement of student lab computing equipment so that equipment is no more than 3-4 years old.

- Grants and budget allotments for new hardware should include requests for appropriate software whenever possible.

6. Distance education.

- Maintain a computing environment to adequately support distance education initiatives on campus.
    - Ensure that equipment available to instructors involved in distance education is capable of supporting the sophisticated computing needs of that medium.
    - Ensure that equipment intended for the reception of distance education instruction on campus is regularly maintained and upgraded, whether supported by campus or Central resources.
- Campus network wiring has been upgraded to support increased bandwidth requirements of distance education; Category 5 wiring to support 100BaseT. Use 100 Mbs or dual 10/100 Mbs for new computer NIC's and new network hubs.
- Address distance education in facilities planning.
    - When planning new facilities, consider the needs for additional distance education classrooms.
    - When remodeling current facilities, consider the feasibility of upgrading to enable distance education.
- Provide adequate technical and administrative support for campus distance education equipment and facilities. Such support should not come at the expense of support for ongoing campus computing activities. The campus shall work with UWC administration to achieve the staffing needed to support distance education on campus.
- Coordinate campus distance education plans with Central administration.
    - Ensure that an ongoing channel of communication is maintained with UWC Central administration regarding plans for distance education on the campus.
    - Communicate any relevant campus plans impacting distance education equipment, facilities, or technical support to UWC Central administration.
- Encourage and develop collaboration with Lakeshore Technical College, UW four-year campuses, and area K-12 districts in distance education initiatives.

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